Tax Professional's Guide to INtax

November 2014

Indiana Department of Revenue

Tax Professional's Guide to INtax

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What Is INtax?

INtax is Indiana's free online tool where your business can manage tax obligations for Indiana retail sales, withholding, out-of-state sales, prepaid sales, metered pump sales, tire fees, fuel taxes, wireless prepaid fees and type II gaming taxes.

The tax forms supported in INtax include the following: CIT-103, FAB-103, ST-103, ST-103MP, ST-103P, WH-1, WH-3,
TF-103, SF-900, SF-401, MF-360, WPC-103 and TTG-103.

INtax enables tax professionals (aka service providers) to file and/or pay on client accounts.

Advantages of Registering as an INtax Service Provider:

- Manage all client accounts from one convenient login

- View past filing and payment histories submitted under your account

- Use additional EFT profile features that provide flexibility when making payments

- Communicate securely with the department regarding your clients' accounts

Should I Use Bulk Filing or INtax?

- If you have more than 25 clients, bulk filing is your best choice.

- If you have fewer than 25 clients or clients with multiple tax types, INtax offers a way to manage all their tax types in one convenient location.

Registering as a Service Provider in INtax

The following instructions guide you through the process of registering in INtax as a service provider.

NOTE: If you have previously registered for INtax with your own Tax ID Number as a regular INtax user, you must contact the department. Use the messages button in INtax to request that your account be converted to a service provider account, or call (317) 233-8729 for more information. Upon conversion, no information in your account will be affected, other than adding the service provider functionality to your account.

If your organization is not registered with the department for a tax type supported in INtax, you must complete a Non-Registered Service Provider Application, which is included at the back of this document with further instructions.

Call (317) 232-5500 if you have questions about being a Non-Registered Service Provider.

INtax Registration, Step-by-Step

Step 1: To begin your registration, go to www.intax.in.gov and click the Register link.
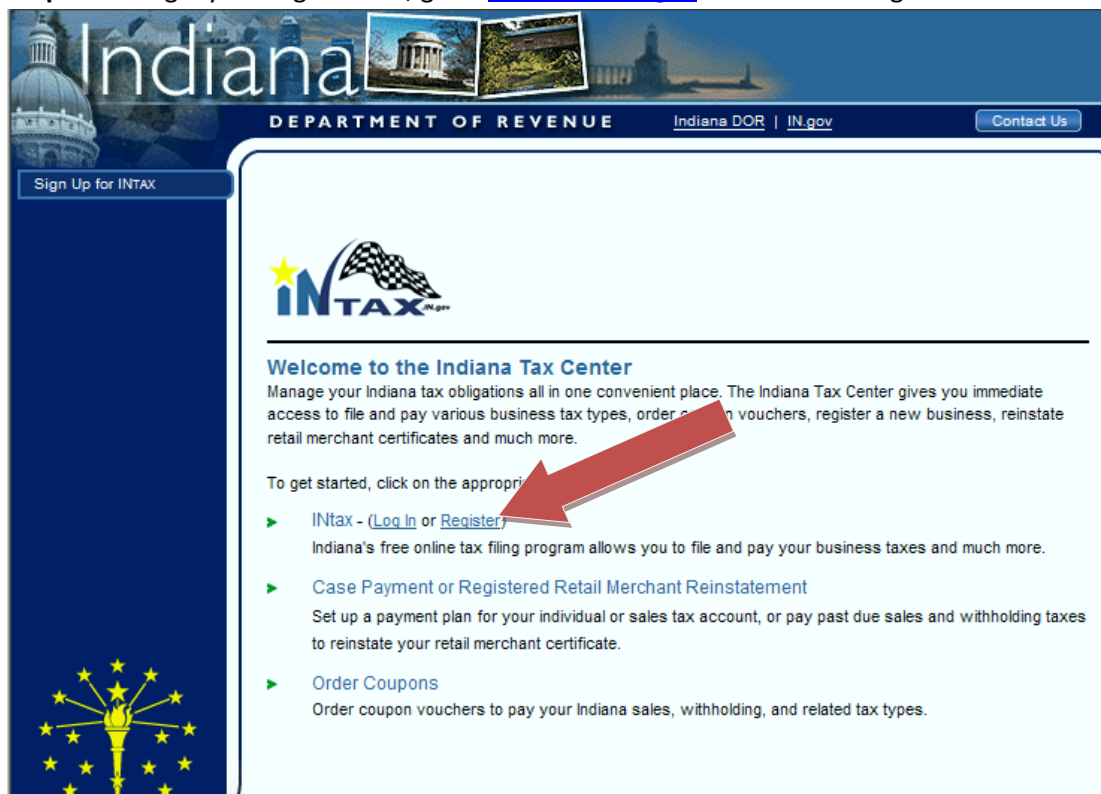
Step 2: When asked Does your business provide tax services for other businesses (clients)?, select Yes to register as a service provider.

> **Does your business provide tax services for other businesses (clients)?**
> ○ Yes   ○ No
> You will need to register your service providing business in INTAX first before registering your clients.
> The following questions and process will guide you through registering your own business within INtax.

Step3: Answer the next two questions, and then click Next.

> The following questions pertain to your service provider business (not client business(es)):
> Has your business ever had, or will your business have this calendar year, tax obligations in the State of Indiana?
> ○ Yes   ○ No
> Has your business previously filed taxes with the Indiana Department of Revenue?
> ○ Yes   ○ No
> Thank you. You are now ready to register for INTAX. Click Next to continue.
>
> Next

REMINDER: If your organization is not registered with the department for a tax type supported in INtax, you must complete a Non-Registered Service Provider Application. A copy is included at the back of this document with further instructions. **The department must receive and process your application before you can register for INtax.** *You will receive further instructions after the department processes your application.*

Step 4: Enter your account registration information. The information you enter will be used to establish an administrator account, with full account access, so be sure the user email you enter belongs to a member of your organization who is authorized to see the full details of your business tax accounts and is capable of assigning security to other users.

> **Register to Use INTAX**
>
> Start | User Profile | Business Information | Verify Business | Complete
>
> **Step 1: Create your INTAX username below. Usernames must begin with a letter, be 6-25 letters and numbers in length and include no special characters, except an underscore or a period.**
>
> Username
> _____

Step 5: Enter your business information. Enter the information of your own business account, not that of a client. For the State Tax ID (TID), enter the first 10 digits including the leading zeros. For example, if your listed State TID is 0001234567-001, enter 0001234567.

TIP: Use your State TID whenever possible. One of the most common registration errors is using an outdated or incorrect Federal ID Number. Using your State TID will avoid this error.

Step 6: Verify the business by selecting a method of verification. For the security of your tax information, the department requires you to verify information about your business. You may choose to verify by using a previous tax or payment amount or by entering the preapproved INtax Access Code. The INtax Access Code is the most reliable option, and it can be found in the following locations:

- **For Withholding Tax:** After you complete an online Form BT-1, the department sends you a letter containing your INtax Access Code.

- **For Sales Tax:** Your INtax Access Code is printed at the bottom of your Registered Retail Merchant Certificate.

- **For Non-Registered Service Providers:** Your INtax Access Code is mailed to you after you submit your Non-Registered Service Provider application.

If you do not have your INtax Access Code or previous payment/return information, you must select the option to have a replacement code mailed to you. You will then receive the replacement code in the mail with further instructions on how to activate your account.

Following the completion of Steps 1 through 6, the department will verify your registration and then email you a temporary password.

Logging In to INtax

After you have received your temporary password, go to www.intax.in.gov to log in to your account.

After entering your username and temporary password, you will be prompted to change your password. In this case, the Old Password is your temporary password.
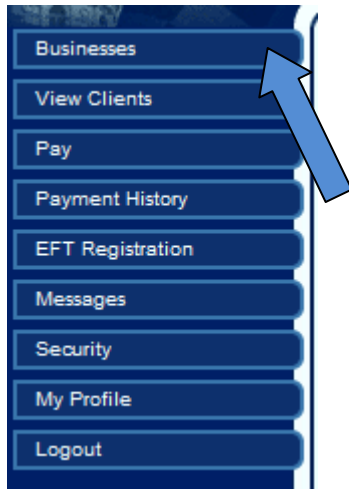

After you have changed your password, click the link labeled Business List to begin using INtax.

Navigating INtax

Let's explore the left sidebar menu in INtax.

Businesses

The Businesses Details page is the default landing page when you log in to INtax. On this page you can manage your own business account. If you have multiple businesses in your account, you must select the business account you want to manage to show the details for each organization you manage.
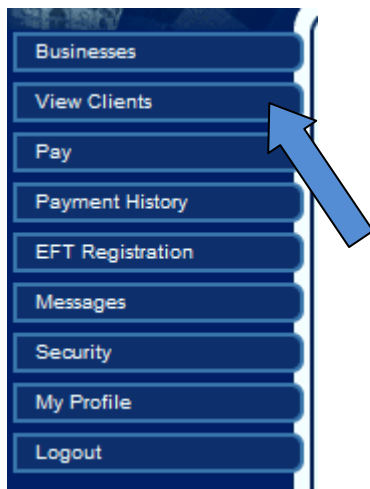
View Clients

View Clients is the homepage for managing client accounts. If you have multiple businesses of your own, you must select your service provider business from the business page to display the View Clients button.
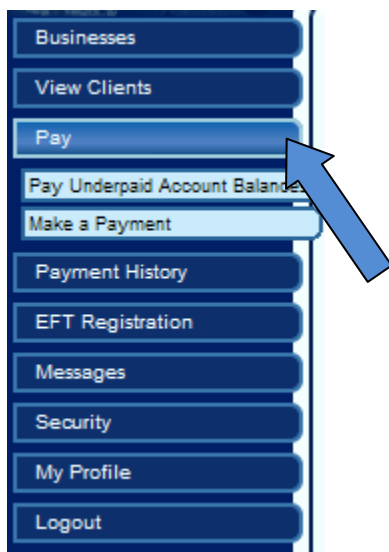
Pay

The Pay page is applicable only to your own businesses, not for your clients. The Pay Underpaid Account Balances button lets you see all the underpaid balances for your organization regardless of whether a bill has been issued by the department.
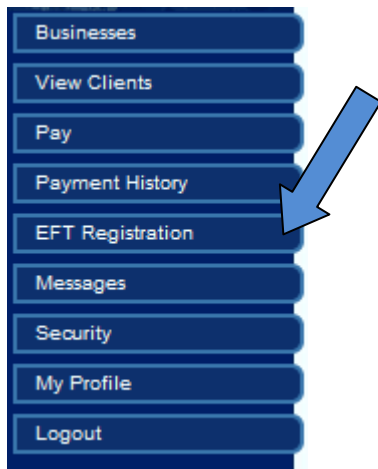
Payment History

The Payment History page is also applicable only to your own businesses, not for your clients. On this page you can view previous payments and cancel or edit payments that have not been processed.

To view the payment history for your clients, you must go to the client interface by clicking the View Clients tab.

EFT Registration

The EFT Registration page is also applicable only to your own businesses, not for your clients. On this page you edit your own EFT banking information.
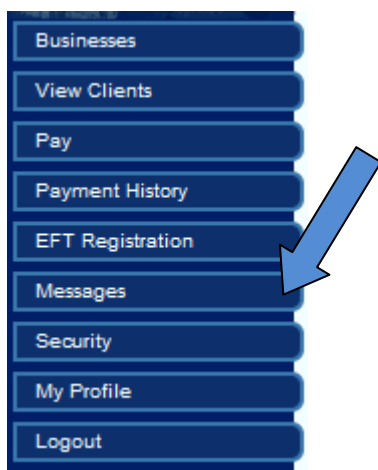
Messages

The Messages page is used to send and receive secure communication with the department for both your own businesses and your client accounts.
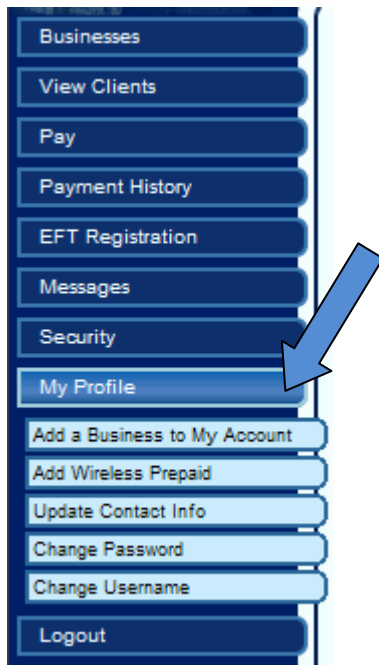
TIP: Be sure to specify in the message which account you are referencing.
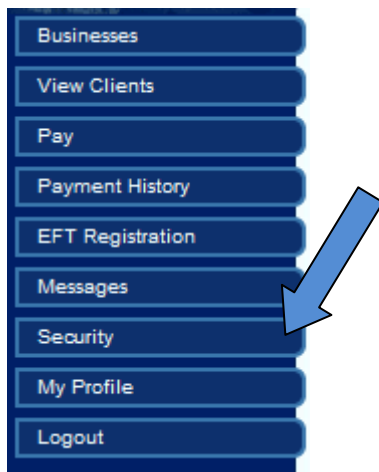
Security

The Security page enables you to add users and control what access they have to both your own business accounts and your client list.

Security scenarios are covered in detail on page 11.

My Profile

INtax accounts are specific to a user rather than a business, so the My Profile page lets you control the settings for your own INtax account (the one associated with your username and password).

CAUTION: Do not click the Add a Business to My Account link to add a client account. If you do this, the account will be added to your login permanently and listed as if it were your own business. Instead, to add a client, follow the procedure on page 14.

Managing Security

Many service providers will need to add users and control the level of access for each user. In this section we cover several common scenarios and how to create secure logins for each user.

Let's say you have three users and each user needs the following access:

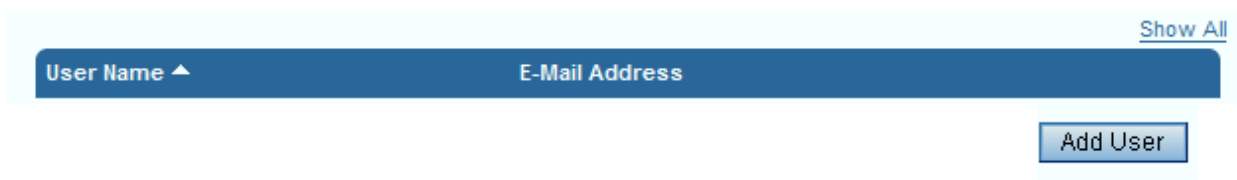**Scenario #1**: Office manager needs complete access.

Scenario #2: Senior Associate needs complete access to both your own business and client accounts, but not to adjust access for other users.

Scenario #3: Regular Associate needs access only to client accounts, and not those of your own business.

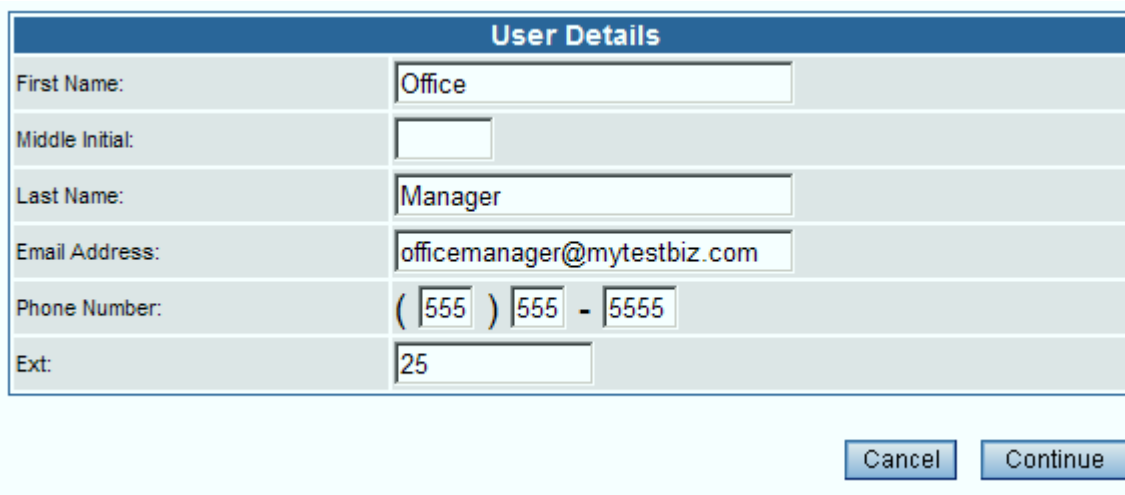To allow someone complete access to the account (the Office Manager in Scenario #1), follow these steps:

Step 1: Click the Security Tab in the side menu.

Step 2: Click the Add User button to create a new user.

User Name ▲	E-Mail Address	Show All
		Add User

Step 3: Enter user information for the Office Manager; then click Continue.

User Details

First Name:	Office
Middle Initial:	
Last Name:	Manager
Email Address:	officemanager@mytestbiz.com
Phone Number:	(555) 555 - 5555
Ext:	25

Cancel   Continue

Step 4: Select the Administrative box to grant complete access; then click Submit.

You have selected the option to add a new user to your business.

Business	Administrative	Look Up Account Periods	File A Return*	Make A Payment*	Adjust EFT Registration Information *	Manage Clients
My Firm Inc	☑	☑	☑	☑	☑	☑

*Users given the right to File a Return, Make a Payment, and/or Adjust Registration, will be given the Look Up Account Periods privilege for the business.

[Edit Account Privileges]   [Cancel]   [Submit]

Step 5: An email will now be sent to the user (the Office Manager, in this example) to ask him to sign in and change his password. Click Return to My Businesses to add additional users.

User Added Successfully

INTAX

My Firm Inc

0001234567

The access privileges for this user have been successfully added.
In order for this user to access this site, he/she must first have a valid username and password.

An e-mail has been sent to the user who was added. In this e-mail, there is an internet link for the user to follow to select their username and password and verify that their profile information is correct.

Please note that we have temporarily assigned the user's email address as the username. The user will not be able to login to any accounts with the temporary username. They must follow the link sent to them and select a username and password of their own. You cannot assign the username for the users.

Return To My Businesses

To allow someone complete access to all accounts but not to manage other users' security settings (the Senior Associate in Scenario #2), follow these steps:

Step 1: Perform steps 1-3 in the previous example.

Step 2: Select the following options, and then click Submit:

- Look Up Account Periods

- File a Return

- Make a Payment

- Adjust EFT Registration Information

- Manage Clients

You have selected the option to add a new user to your business.

Business	Administrative	Look Up Account Periods	File A Return*	Make A Payment*	Adjust EFT Registration Information *	Manage Clients
My Firm Inc	☐	☑	☑	☑	☑	☑

To provide access to client accounts only (the Regular Associate in Scenario #3), follow these steps:

Step 1: Repeat steps 1-3 from the first example.

Step 2: Check the Manage Clients box only. This will allow the user to file and pay on the client account. However, the user will not be able to access information for your own business.

You have selected the option to add a new user to your business.

Business	Administrative	Look Up Account Periods	File A Return*	Make A Payment*	Adjust EFT Registration Information *	Manage Clients
My Firm Inc	☐	☐	☐	☐	☐	☑

Adding Clients

Step 1: On the Business Details window, select View Clients from the left navigation menu. Then click the Add Client button in the lower-right corner.

Step 2: Enter the client's name, specify the type of ID number you're entering, and enter the ID number. Then click Next.

Step 3: Click Add Tax Account.

Adding a Client Bank Account

If you plan to use only one bank account for all tax types, then you can choose to manage this tax type for all locations.

Creating an EFT Profile

If you have an existing EFT Profile already established in INtax and want to use it for this client, click the EFT Profile Name drop-down arrow. Then select the EFT Profile name you'd like to assign to this client.

If you are creating a new EFT profile for this client, click the drop-down arrow and select Add New EFT Profile.

TIP: Name each EFT Profile so that it describes which bank account it represents. Avoid choosing generic names like EFT Profile 1 and so on because doing so can increase the likelihood of accidentally debiting the wrong client account.

ACH Credit and ACH Debit

If you will be making payments by ACH Credit, on the EFT Profile page click the ACH Credit radio button. Even if you will be paying only by ACH Credit, you must still complete the EFT Profile. However, you will not have to enter any bank account information. If you will be paying by ACH Debit, you must enter bank information.

Reminders:
You must answer the question beneath the bank information regarding the origination of the funds. You also must check the box at the bottom of the page to authorize the department to debit the bank account.

When you are finished entering the required information, click the Add button in the lower-right corner of the page.

After you click the Add button, click the displayed link to return to the Edit Client Business window.

You have saved your EFT profile.
Click the link below to complete the process.

Back to Tax Account

Verify that the EFT Profile name now appears. Click Add again to save the taxpayer registration and the EFT profile registration.

Choose the radio button to signify if this is for all locations or a specific location
Select the tax type from the drop-down menu.
Enter an EFT Profile Name. Click the ❓ below for additional information.

Tax Account Information	
○ Manage this tax type for all locations ● Enter a specific location number	
Location Number	002
Tax Type	Sales ▼
EFT Profile Name ❓	ACH Credit ▼
	Cancel Add

After saving this client registration and EFT Profile, INtax takes you back to the Add Client Business page. Here you can add another tax type or location for this client.

If you have completed all the registrations for this client, click Next. You will receive a message regarding the information you have submitted.

TIP: To complete the entire registration process, you must click the Submit button. You will receive the following message confirming your INtax submission.

Client Business Submitted

Thank you for submitting the INTAX registration for your client.

Once this client has been verified by the Department of Revenue, you will receive a confirmation e-mail and the client will appear in your client list.

Return to Client List

Adding Multiple Locations or Tax Types

To add a client with multiple locations or tax types and use different bank accounts for each location or tax type, follow these steps:

Step 1: On the Business Details page, select View Clients and click Add Client.

Step 2: On the Add Client Business page, enter the client's name and ID number. Then click Next.

Step 3: On the Tax Account page, select Add Tax Account.

Step 4: On the Add Client Business page, select the radio button to indicate whether this is for all locations for this tax type or for a specific location. This is crucial information if your client wants to use more than one bank account for multiple business locations. *Note: You can assign only one bank account number for each location within a tax type.*

Step 5: Enter the location number of the first business (for example, location 001).

Tax Account Information	
○ Manage this tax type for all locations ◉ Enter a specific location number	
Location Number	001
Tax Type	Sales
EFT Profile Name ❓	
	Cancel Add

Step 6: Select the Tax Type from the drop-down list.

Step 7: If you are creating a new EFT profile for this client, click the drop-down arrow and select Add New EFT Profile.

Step 8: Complete the EFT Profile, and then click the Add button.

Step 9: You now are taken back to the Add Client Business page. Verify that the EFT profile name now appears. Click Add again to save this client registration and the EFT Profile registration.

Step 10: INtax then takes you back to the Add Client Business page. You are now ready to register the next location (and/or tax type) for this taxpayer. Click Add Another Tax Account.

Step 11: The second location for withholding has been added. Note that the EFT Profile name is different for this account. After you have added the locations and separate bank accounts for this client, click Next.

TIP: Has your client who previously used one bank account for all locations decided to use a separate account for each location?

If you selected ALL Locations for this tax type when registering your client, you must first delete the existing registration; then you can add each location back in separately.

Step 12: A list containing all your EFT Profiles will appear on the next page. Click Next again.

Step 13: The final page displays a message concerning bank information. For this entire registration process to be complete, you *must* click the Submit button. If you do not, the information will not be saved. After you click Submit, you will receive a message confirming your registration.

Deleting a Client

Step 1: On the Business Details page, click View Clients.

Step 2: Click Client List Screen.

Step 3: Select Delete in the Actions column of the client.
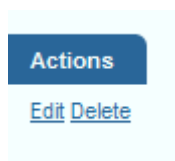
Step 4: Make sure you want to delete this client because deleting her removes her completely from your client list. Click OK to proceed.

Editing a Client

You can add a tax type or edit the EFT profile for a client. To add a tax type, do the following:

Step 1: From the Business Details page, click View Clients.

Step 2: Click Edit in the actions column of the client.

Step 3: Click Add Another Tax Account.

Step 4: Select whether this is for all locations or for a specific location.

Step 5: Select the tax type.

Step 6: Enter an EFT Profile name.

Step 7: Click Add to save your changes.

Step 8: Click Back to Tax Account List.

To edit an EFT profile, do the following:

Step 1: From the Business Details page, click View Clients.

Step 2: Click Edit in the actions column of the client.

Step 3: Click the EFT Profiles tab.

Step 4: Click Edit in the actions column of the account you want to change.

Step 5: Make the necessary changes, and click Save.

Step 6: Click OK.

> *CAUTION: Changing the EFT Profile information will affect all the accounts using this EFT Profile. Be careful when making changes to a client's account to ensure they aren't accidentally assigned to another client's account. See the next paragraph on page 24 about cancelling and re-initiating payments after changing EFT Profile information while a payment is in process.*

If you have payments that were scheduled before you made this change, those payments will be presented to the bank with the information associated with this account on the date you scheduled the payment. If the scheduled payments should be presented to the bank with the updated routing number (ABA#) and account number, you must cancel the payments and then re-initiate them so they will be presented using the correct bank information.

If you are changing from ACH Debit to ACH Credit, click the radio button next to ACH Credit. The bank information will be removed, but the EFT Profile information will remain.

Filing a Return

To file a return using INtax, follow these steps:

Step 1: From the Business Details page, click View Clients.

My Business
View Clients
Maintain Client
Client History
Logout
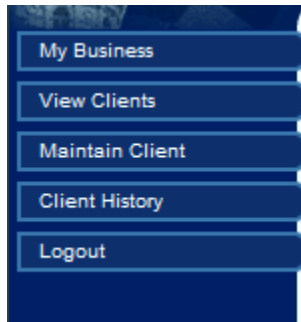
Step 2: Click the name of the business for which you are filing a return.
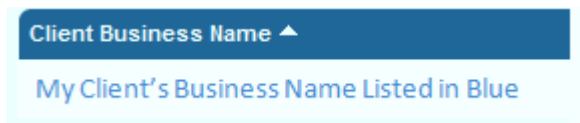
Client Business Name ▲

My Client's Business Name Listed in Blue

Step 3: Under the Actions column, select File.

Actions
File Pay

File Pay

Step 4: Enter the correct period end date.

Basic Account Information

Enter the period end date of the return (MM/DD/YYYY):

Step 5: Enter all the return information, and then click Submit.

You will receive a return confirmation message after the return has been successfully submitted. If you are using INtax to remit your payments, click the Make a Payment button. If you are not using INtax to remit your payments, your transaction is complete and you can click any tab in the left navigation menu.

Making a Payment

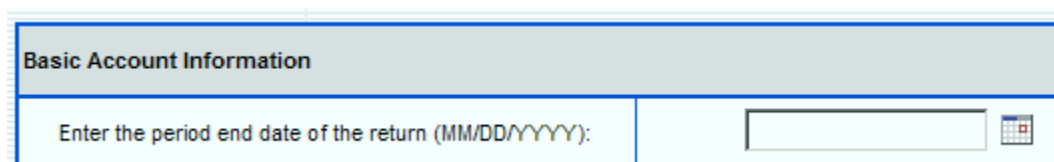**Step 1:** From the Business Details page, select View Clients.
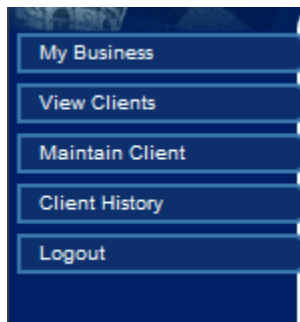
Step 2: Click the name of the business for which you are making a payment.
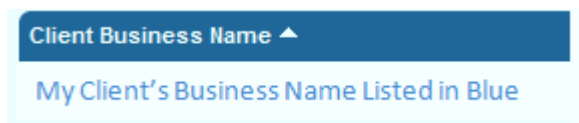
Step 3: Click Pay in the Actions column.

Step 4: Enter the payment information.

Step 5: Click Submit.

Step 6: Click OK. You will receive a payment confirmation message. If you have not already filed the return, click the File Return button from the payment confirmation screen. Depending on the tax type, either the form will populate the information for you or you will have to choose the form type.

Bulk Filing Options

Bulk filing is a popular method used by preparers to ease the filing and paying process for withholding tax. Before continuing to the instructions on the following pages, it is important to first determine which method fits your needs best.

Form WH-3

- If your software creates a properly formatted file with all of your client information, you can upload the file in INtax. All clients included in the file must be listed as clients in INtax. If you have a client in the file that you have not registered in INtax, you will receive a message stating that the taxpayer was not found.
- Form WH-3 can be filed in bulk through INtax if you have fewer than 3,500 employee withholding records in the bulk file. Please note: This does not mean fewer than 3,500 *employees*. It means fewer than 3,500 *records*. The file will likely contain other records for federal filing and perhaps other states, so the total number of employees in the file will typically be far fewer than 3,500. The maximum file size allowed is 2MB.

- If your file contains more than 3,500 records and is therefore larger than 2MB, you must use the FTP method. For more information on submitting bulk files via FTP, see the bulk upload guide at http://www.in.gov/dor/4035.htm.

Form WH-1

- If you have fewer than 25 clients, INtax is the most convenient filing method for Form WH-1. You can still submit a bulk payment through INtax, which will allow you to avoid the FTP setup and certification requirement.

- If you have more than 25 clients, bulk upload offers a convenient way to file WH-1s. Bulk upload filing requires your file to be in XML format and submitted via FTP. The initial setup and testing can be somewhat time-consuming, but the benefits of filing and paying in bulk can be worth it if you have more than 25 clients. For more information on submitting bulk files via FTP, see the bulk upload guide at http://www.in.gov/dor/4035.htm.

Instructions for Bulk Filing Form WH-3 in INtax

Step 1: On the View Clients page, click Bulk File / Pay.

Step 2: Select Form WH-3/W-2.
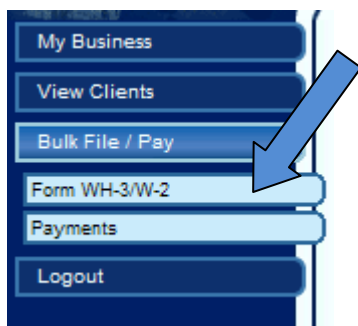
Step 3: Select the form type you are uploading from the drop-down list.

Step 4: Click Browse to look for the file.

Step 5: Click Upload. If your file is correctly formatted, you will be redirected to the Upload Summary page. If your file contains errors, an error message will be displayed.

Step 6: Each company in the file will be displayed. If any information is not valid, the file status will be marked as Invalid in red. All data must be corrected or deleted before the returns can be submitted. Click Edit, and then select View Form to view and edit the data.

State Tax Withheld	County Tax Withheld	Indiana EIC	Status	Actions
$6,062.72	$0.00	$0.00	Valid	Edit Delete
$5,316.68	$2,533.33	$0.00	Invalid	Edit Delete
$2,592.94	$0.00	$0.00	Valid	Edit Delete

Step 7: An error message will be displayed indicating the invalid data. Make the necessary corrections and then click Update Record.

Step 8: After you've made sure all your returns are valid, click Submit. You will then see a confirmation page listing all the returns that were submitted.

Instructions for Bulk Pay

Step 1: On the View Clients page, click Bulk File / Pay.

Step 2: Select Payments.
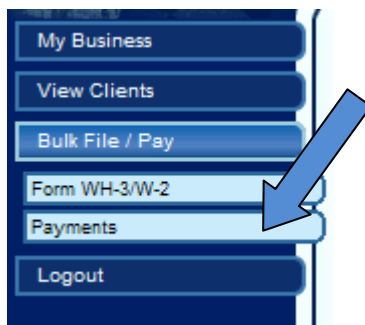
Step 3: Click Browse to locate a file to upload.

Step 4: Then select Upload. All the clients in your payment file must be included in your client list. If your payment file contains errors, an error message will be displayed.

Upload payment file by entering the location of the file and clicking the upload button. The file must be the specific Service Provider Payment File Format which can be downloaded by clicking here. All clients on the payment file must have been previously registered as clients within INTAX. A sample payment file may be downloaded here.

IMPORTANT NOTICE: As of January 1, 2010, INtax is not able to accept payments originating from a source outside the United States. If you upload and submit any such payments, they will not be processed successfully. If you must submit this type of payment, please contact the EFT Section of the Indiana Department of Revenue by calling (317) 232-5500 to arrange for another electronic payment method. 🕐

Enter the location and name of the file:

[   ] [Browse...]

[Upload]

Step 5: All the payments included in your payment file will be listed. Make sure all the records are valid before submitting the file. If a payment row contains invalid data, the status will be marked as Invalid. You must either delete the invalid row or correct your payment file and then reload it. Click View to see the payment detail information.

Step 6: If the payment contains invalid data, an error message will be displayed. Follow the instructions on the screen.

Origination Date: 01/02/2012		File Occurrence: 1		Number of Payments: 5			
Client ▲	Tax Type	Period End Date	Withdrawal Date	Amount	Details		
AAA Laundry	Withholding	10/31/2012	12/06/2012	$7.89	valid	View	Delete
ABC Corp	Withholding	10/31/2012	12/06/2012	$4.56	valid	View	Delete
XYZ Corp	Sales	10/31/2012	12/06/2012	$1.23	invalid	View	Delete

Step 7: Once all your payments are valid, you can submit them using the instructions on the Invalid Payment Details page. The Payment File Confirmation screen will then list all the payments that were submitted.

Online Resources for Tax Practitioners

- Frequently Asked Questions: www.in.gov/dor/3806.htm
- Tax Library: www.in.gov/dor/3330.htm
- *Tax Dispatch* (the department's practitioner newsletter): www.in.gov/dor/3659.htm
- Tax Professionals Inquiry Center: www.in.gov/dor/3863.htm
- The department's web page for practitioners: www.in.gov/dor/3338.htm

Get Connected and Get Critical Updates from the Department

It is important for tax practitioners to know the various ways in which they can contact the department if they are in need of help or want to receive critical updates from the department.

When you have a specific question that our website does not answer, you are encouraged to use the online inquiry center to send your questions and concerns directly to our tax professional area. If you have an immediate concern, however, you can contact the department at (800) 462-6320 (enter 4367 when prompted). This number is for the use of tax practitioners only. If a taxpayer would like to contact the department, one can do so by calling (317) 232-2240.

In addition, the department offers several other ways for you to learn about important tax updates at your convenience:

- Become a Facebook fan http://www.facebook.com/pages/Indiana-Department-of-Revenue/270352606668.
- Follow us on Twitter at www.twitter.com/INDeptofRevenue.
- Sign up for automatic email updates on the department's website at www.in.gov/dor.

Contact the Department on the Tax Practitioner Hotline

To maintain prompt response times, we ask that you do not share the practitioner hotline number with your clients. But if you as a practitioner have a question, you can contact the department at (317) 233-4017 or (800) 462-6320 and enter 4367 when prompted.

If your clients have questions about using INtax, please have them call (317) 233-8729.